

Attachment A: Program Outcome Information

Using the format provided, give the necessary information on separate pages for each program for which you are requesting funding from the City of Chattanooga. Submit a separate page for each program that would be supported by this funding request. Use specific numbers.

Agency Mission and Description:

Strengthening children, adults and families through services focusing on disabilities, early childhood education and self-sufficiency.

Program Goal: State the goal of this program; the rationale for the goal; and the potential community impact.

In existence since 1978, the program goal of the Adult Services Program has always been to serve, within a social setting, individuals with disabilities and individuals who are aging by providing opportunities for:

- Increased independence
- Prevention of isolation and depression
- The creation of strong personal relationships
- The provision of support of individuals and their families
- Employment skill building, training opportunities, job placement and employment/employer support

All activities are planned and designed to motivate each individual to maximize his/her functional capacity, while allowing for the opportunity for self enhancement, including contributing to the good of the Chattanooga area community.

Impact Area:

Supporting the Most Vulnerable and Building Stable Lives

Participants who utilize the agency's Adult Services Program are among the community's most vulnerable population. The program allows adult individuals of all ages and abilities the opportunity to remain as independent as possible by increasing socialization, decreasing isolation and depression, and avoiding premature or inappropriate nursing home placements.

Allowing individuals to become self-sufficient through meaningful employment opportunities falls within the impact area of Building Stable Lives. For those participants who are able and interested in going to go to work, we provide a support system to gain job readiness skills and find employment, and we assist clients in maintaining employment. Additionally under this impact area, the Adult Services Program provides support to the individuals' family units by creating an opportunity for the caregivers in each family to begin or continue a normal work schedule, as well as providing some respite for them while the individuals are in our care.

Intended Outcomes: Provide 2 to 3 Outcome Objectives which are specific to the Program Goal.

Outcomes:

- Reducing isolation and depression with individuals who participate in the Adult Services Program
- Achieving and maintaining self-sufficiency, including reduction or prevention of dependency on others, including employment placement services if requested
- Maintaining current living situation, thereby avoiding premature institutional care

Outcomes are measured and tracked on the individuals in the Adult Services Program over a one, two and three year period of service.

Collection Methods: (indicate how each indicator is measured)

A variety of measurement tools are used to determine outcome effectiveness of the Adult Services Program. Assessments are tailored to each individual's needs and may include the following:

These tools measure basic social characteristics and depression. They are self-reporting and are administered by program staff:

- Activities of Daily Living Assessment – measures self-care areas such as dressing, bathing toileting, transferring and feeding
- Social Interaction Self Assessment – a structured assessment that allows an individual to respond positively or negatively to social interactions
- Glasgow Depression Survey – basic screening tool used to measure depression for individuals with disabilities
- Geriatric Depression Scale – basic screening tool used to measure depression for older individuals
- Rosenberg Self Esteem Scale – screening tool designed to measure self-worth statements

These tools assess an individual's employment readiness and what items need to be addressed prior to an employment search:

- Work Readiness Assessment Tool – a self-assessment checklist to help job seekers evaluate the type of work they would like to pursue
- Job Readiness Competencies Scale – checklist designed by YouthBuild USA to track progress towards employment

All participants are administered these assessments:

- Satisfaction Survey – survey for clients and their family caregivers to assess activities and services provided by Signal Centers
- Staff observations and interviews with clients

Client records and referrals from other agencies, physicians, etc. are always considered in the assessment process.

Outcome Results: (in quantitative terms)

Each outcome has a variety of indicators attached with a range of appropriate scopes to measure the effectiveness of the outcome. We track this data throughout the year and report it annually to the United Way of Greater Chattanooga.

- **Reducing isolation and depression with individuals who participate in the program**
 - Short Term – Program will increase new participants' knowledge of depression indicators by 75% in the first month of enrollment through participation in activities.
 - Short Term -Program will increase new participants' knowledge of social skills by 75% in the first month of enrollment through participation in activities.
 - Intermediate – Participants will increase social interactions by 85% in their first year of services.
 - Intermediate – Participants will show a decrease in depression by 85% in their first year of services.
 - Long Term – Participants will maintain active participation in the program for a period of two years.
 - Long Term – Participants will demonstrate emotional stability and show a decrease in depression by 100% for a period of two years.
- **Achieving and maintaining self-sufficiency, including reduction or prevention of dependency on others**
 - Short Term – In the first month, new participants' knowledge of independent living skills and community resources and employment opportunities will increase by 80% through their participation in related activities.
 - Intermediate – Participants will increase their Independent Living Skills by 85% in a one year period.
 - Intermediate – 80% of participants receiving employment services will maintain an ongoing employment search both independently and staff-guided during their first year of services.
 - Intermediate – 70% of participants receiving employment services will secure and maintain employment for one year.
 - Long Term – 85% of participants will maintain their Independent Living Skills for a two year period.
 - Long Term – 50% of participants receiving employment services will secure and maintain employment for two years.
- **Maintaining current living situation and therefore avoiding premature institutional care**
 - Short Term – The program will increase new participants' understanding of what a safe home environment is by 75% during the first month of enrollment.
 - Intermediate – 90% of participants will maintain their living situation for the first year of enrollment.
 - Long Term – The program will retain 75% of participants for over three years.

Comparative Information: Using local, regional, national data and/or similar type programs, indicate how the program compares relative to effectiveness.

Local Comparative Agencies

- **Goodwill – Provides training and employment services for individuals with disabilities and other disadvantages. Contract work is also available, as well as medical equipment and assistance dog training.**
- **AIM Center – Provides consumer-driven psychiatric rehabilitation services that enhance recovery in the living, working and social environments for individuals with mental health issues. Services include housing, employment, and educational services.**
- **Orange Grove Centers – Provides services to individuals with a primary diagnosis of mental retardation who are primarily from the geographic areas of Hamilton County and surrounding southeast Tennessee, North Georgia and North Alabama areas. Services include children's services, therapy services, residential living, community supports, employment trainings and placements.**

None of the agencies mentioned above provide a structured social model program for adults with disabilities and our current participants do not otherwise qualify for their employment services because of their primary diagnosis.

The facilities below are different from Signal Centers in that they provide medical services on site and are considered medical models of care, rather than a social model.

- **Sharon's Adult Day Care & Sharon's Personal Care – A local licensed Adult Day Care that provides a medical model of services for older individuals as well as veterans who need assistance.**
- **Alexian Brothers Community Services – PACE Program – a community-based program for frail & elderly individuals in Hamilton County. It is an all-inclusive medical model of long-term care.**

Data Sources:

The following information remains relevant:

From the Genworth 2011 Cost of Care Survey

For the eighth year, Genworth has surveyed the cost of long term care across the U.S. to help Americans plan appropriately for the potential cost of long term care. The most comprehensive study of its kind, Genworth's 2011 Cost of Care Survey, conducted by CareScout, covers nearly 15,500 long term care providers, across all 50 states and the District of Columbia, in 437 regions nationwide.

Tennessee

Homemaker Services Hourly Rates (licensed)

Minimum Hourly Rate	Maximum Hourly Rate	Median Hourly Rate	Median Annual Rate	Six Year Annual Growth
\$11	\$22	\$17	\$37,752	2%

Home Health Aide Services Hourly Rates (licensed)

Minimum Hourly Rate	Maximum Hourly Rate	Median Hourly Rate	Median Annual Rate	Six Year Annual Growth
\$11	\$23	\$17	\$38,896	1%

Adult Day Care Daily Rates

Minimum Rate	Maximum Rate	Median Rate	Median Annual Rate	Six Year Annual Growth
\$30	\$110	\$50	\$13,000	N/A

Assisted Living Facility Monthly Rates (one bedroom / single occupancy)

Minimum Rate	Maximum Rate	Median Rate	Median Annual Rate	Six Year Annual Growth
\$1,300	\$5,300	\$3,080	\$36,960	8%

Nursing Home Daily Rate (semi-private room)

Minimum Rate	Maximum Rate	Median Rate	Median Annual Rate	Six Year Annual Growth
\$111	\$215	\$170	\$62,050	4%

Nursing Home Daily Rate (private room)

Minimum Rate	Maximum Rate	Median Rate	Median Annual Rate	Six Year Annual Growth
\$125	\$237	\$181	\$65,883	4%

A Smart Choice

Adult Day Services

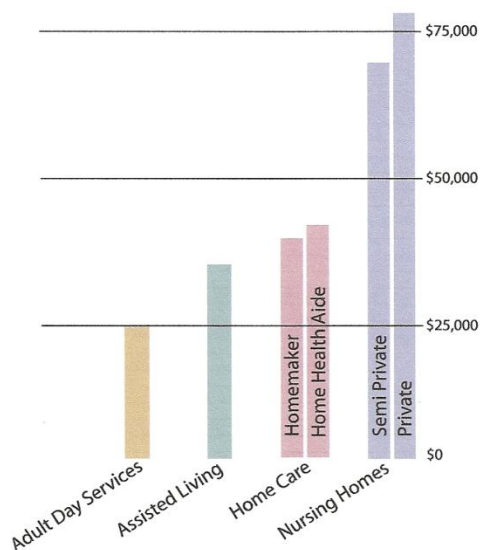
Comparison At-a-Glance¹

	Adult Day Services	Assisted Living	Home Care	Nursing Homes
Live at home with family and loved ones	●	●	●	○
Social opportunities with peers under caring supervision	●	●	○	●
Nursing care available as needed during the day	●	●	●	●
Flexibility to receive care only on days when needed	●	●	●	○
Participation in therapeutic activities for body and mind	●	●	●	●
Medications monitored and supervised daily	●	●	●	●
Dietitian oversees meal plan and eating is monitored daily	●	●	●	●
Transportation provided with door-to-door assistance	●	●	na	na
Designed for seniors	●	●	●	●
Designed for adults of any age with intellectual or developmental disabilities	●	○	●	○
24-hour care available	○	●	●	●
Aggregate amount spent in U.S. (in \$ billions, estimated) ²	\$2-3	\$35-45	\$60-70	\$130-140

Adult Day Services At-a-Glance

- Families share in the care of loved ones, but have daily respite available
- Delays or avoids expensive full-time institutional care by attending a center during the day, but otherwise living at home
- Services designed for seniors and younger adults with disabilities
- Services include basic health, medication and nutrition management
- Participants engage in social and therapeutic activities during the day
- Enhances the quality of life of participants³
- 4,600 locations nationwide at last count⁴
- Projected need for almost twice as many locations⁵
- **More funding for adult day services decreases Medicaid costs by reducing full-time institutional care while still providing consistent medical monitoring**

Average Annual Cost Per Person⁶



1. General information based on industry views of various members of the National Adult Day Services Association. 2. U.S. Health Care Costs: Background Brief, The Henry J. Kaiser Family Foundation (2008) (www.kaiseredu.org); excerpt from *Nursing Homes and Assisted Living Industry Profile*, First Research (www.firstresearch.com) (2010); *National Study of Adult Day Services*, Wake Forest University School of Medicine and Robert Wood Johnson Foundation (2002). 3. E. Schmitt et al, *Adult Day Health Center Participation and Health-Related Quality of Life*, The Gerontologist 50(4): 531-540 (2010) Institute on Aging). 4. National Adult Day Services Association (2010) (www.nadsa.org). 5. *National Study of Adult Day Services* (above). 6. Market Survey of Long-Term Care Costs, MetLife Mature Market Institute (2009) (assuming personal home care for 6 hours per day and assuming 365 days per year for both home care and adult day services).

Sept. 2010

Three articles from

disabilityscoop The Premier Source for Developmental Disability News

Interactive Tool Aims To Challenge Disability Employment Skeptics

By [Shaun Heasley](#)

September 23, 2011 Text Size [A](#) [A](#)

In an effort to combat employer misconceptions, a new [online tool](#) is offering an estimate of the costs — and financial benefits — involved in hiring people with disabilities.

The tool, known as “Hire Gauge,” asks for basic information including the company’s size, location and industry in order to provide an assessment of the expenses and incentives involved in selecting a job applicant with a disability.

It is believed to be the first online tool to provide businesses with a real-time look at the tax incentives and other benefits they can tap into when hiring individuals with disabilities, according to officials with Think Beyond the Label, a public-private partnership which created Hire Gauge and supports disability employment.

“By presenting multiple sources of research into one package, businesses can get and share with others an instantaneous, factual look at how inclusive hiring can and will positively impact their bottom line,” said Barbara Otto, CEO of Health & Disability Advocates, the organization that operates Think Beyond the Label.

The information that Hire Gauge provides is based on data from human resource experts and diversity organizations as well as government sources and case studies.

Otto and her colleagues say the monetary incentives they’ve identified can be substantial. In some cases, a large company can qualify for up to \$31,800 per hire, with savings coming from a wide variety of sources ranging from tax credits to recruitment assistance.

Job Woes Remain For People With Disabilities

By [Shaun Heasley](#)

September 7, 2012 Text Size [A](#) [A](#)

For the fourth month in a row, the unemployment rate among people with disabilities crept higher in August, the U.S. Department of Labor said Friday.

The jobless rate hit 13.9 percent for Americans with disabilities in August, up from 13.6 percent the month prior.

Meanwhile, the unemployment rate among the general population improved slightly, falling to 8.1 percent from 8.3 percent.

Nonetheless, the jobless figures represent only part of the picture. Statistics show that during the same period, the number of people — both with disabilities and without — who gave up on looking for work also grew.

The Labor Department began tracking employment among people with disabilities in October 2008. There is not yet enough data compiled to establish seasonal trends among this population, so statistics for this group are not seasonally adjusted.

Data on people with disabilities covers those over the age of 16 who do not live in institutions. The first employment report specific to this population was made available in February 2009. Now, reports are released monthly.

Disability Employment Effort Gets Boost

By [Shaun Heasley](#)

September 21, 2012 Text Size [A](#) [A](#)

More than \$20 million is headed to states to expand a program designed to help people with disabilities gain a foothold in the workplace.

Officials at the U.S. Department of Labor said the new funding announced this week will establish the so-called “Disability Employment Initiative” in seven new states — Florida, Indiana, Iowa, Louisiana, Massachusetts, Minnesota and Rhode Island.

The federal program — which is already in place in 16 states — offers grants to enhance training and educational opportunities for youth and adults with disabilities who are unemployed, underemployed or receiving Social Security benefits.

With the funding, states are encouraged to increase collaboration among multiple programs including vocational rehabilitation, developmental disability agencies and independent living centers in order to help ensure the best outcomes for those with disabilities seeking employment.

“Everyone should have the opportunity to contribute to today’s workforce,” said Kathy Martinez, assistant secretary of labor for disability employment policy. “Enhancing the workforce system’s ability to provide effective coordinated and collaborative service delivery will help to ensure that people with disabilities have access to the employment training and supports they need to achieve self-sufficiency.”

Each of the seven states added to the program will receive between \$1.8 million and \$4.8 million.